



16 JUL 2021

Tēnā koe

On 18 June 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *The monthly or quarterly payments made by you to our Lessees (Shiny House Ltd) since our motel has been used for emergency housing.*
- *The details of any contract you have had with our lessees at the Geneva Motor Lodge, and*
- *Whether you or the Ministry of Housing and Urban Development have entered recently into a contract with the Geneva to provide emergency housing, and if so, what are the details of the contract.*

On 23 June 2021, the Ministry advised you that the information question two and three of your request relates to is not held by us but is believed to be held by the Ministry of Housing and Urban Development. The Ministry therefore transferred questions two and three of your request as we are required to by section 14 of the Act.

Demand for housing across New Zealand is growing and more people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing driving up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

After these seven nights Work and Income arrange another appointment with the client to discuss their housing situation and if another grant is required. The Ministry works hard to support people in emergency housing to secure a long-term housing solution, either through public housing and private rental accommodation. Other options including transitional housing can also be explored as an option depending on availability and the individual's circumstances.

The Ministry recognises that motels are not a long-term solution or the solution that we want to deliver for people who are potentially in a vulnerable situation. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available at the following link:

[www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html).

It is important to note that over 50 percent of people accessing EH SNGs only need between one and three grants before securing more suitable accommodation.

Some people may struggle to access suitable housing due to a lack of available supply or they simply may not be able to meet the high cost of housing which may result in them receiving EH SNG support for an extended period of time. Please note that the Ministry does not hold any contracts or official agreements or arrangements with any emergency housing provider.

There is also a distinct group of people that face a range of complex issues that are a barrier, such as mental health and addictions, criminal history, or family violence. There are others that need to live in a specific area, due to the need to access specialist care or educational needs for them or their family.

For people with high and complex needs, it can sometimes be challenging to identify suitable long-term housing, which can lead to longer stays in emergency housing. Work and Income work closely with these people to see what can be done to ensure that once they have a home of their own, they have the skills to sustain it, and the support they need to keep it.

Please note that the Ministry does not contract motels to provide emergency housing in New Zealand. Businesses register as suppliers with the Ministry for the sole purpose that the Ministry can pay the businesses directly. This allows the Ministry to facilitate making payments directly into their bank accounts. Registering as a supplier does not create a contractual relationship between the Ministry and the supplier.

You may be interested in the work on emergency housing being undertaken in Rotorua, further information about can be found at the following link: [www.beehive.govt.nz/release/rotorua-emergency-housing-update](http://www.beehive.govt.nz/release/rotorua-emergency-housing-update).

Please find enclosed **Table One**, which outlines the number EH SNGs granted, the total number of distinct clients and the total amount granted to Geneva Motor Lodge, during the period 01 October 2018 to 31 March 2021.

**Table One: The number of Emergency Housing Special Needs Grants granted, the total number of distinct clients and the total amount granted to Geneva Motor Lodge, during the period 01 October 2018 to 31 March 2021.**

Quarter ending	Amount granted	Number of grants	Distinct clients
December 2018	\$11,520.00	9	5
March 2019	\$17,010.00	24	5
June 2019	\$87,465.71	75	12
September 2019	\$173,130.00	138	18
December 2019	\$175,470.00	120	18
March 2020	\$181,120.00	117	18
June 2020	\$218,740.00	69	21
September 2020	\$103,090.00	66	15
December 2020	\$201,395.84	102	21
March 2021	\$200,535.84	75	21
<b>Total</b>	<b>\$1,369,477.39</b>	<b>801</b>	<b>93</b>

**Notes for Table One:**

- This is a count of grants. A client can have more than one grant within a period. Because of this, distinct clients should not be summed as they may have received a grant across multiple quarters.
- Amount granted may not be the same as the amount spent.
- To protect confidentiality, the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.
- In certain circumstances, low numbers may potentially lead to individuals being identified.
- Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated.
- Secondary suppression rules have also been applied when required. Suppressed numbers have been replaced by an 'S'.
- Please note that Geneva Motor Lodge is the registered name for Shiny House.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding the payments made by the Ministry to Shiny House Ltd, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



Karen Hocking  
**General Manager**  
**Housing**